

## **ABSTRACT**

Alerting an intended recipient of a phone call includes identifying an account based on a phone call received from a caller and accessing configuration data related to the account. Several identities associated with the account are identified based on the configuration data accessed. A first identity is determined from among the several identities based on the configuration data accessed. The availability of the first identity to receive a first electronic communication associated with the phone call is determined. The first electronic communication associated with the phone call is sent to the first identity conditioned on whether the first identity is determined to be available to receive the first electronic communication.

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